



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications of Mt. Pulaski, Inc.**  
**for quarter ending June 30, 2013**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.60	2.40	1.70	2.57
B. Operator Answer Time - Information [730.510(a)(1)]	4.99	4.36	7.31	5.55
C. Repair Office Answer Time [730.510(b)(1)]	14.00	28.00	28.00	23.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	21.00	20.00	17.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	85.71% *	95.24%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.99	0.70	0.82	0.84
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	1	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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